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Your
Office of
Lieutenant
Governor

George H. Ryan

The Constitution provides that the Lieutenant Governor becomes Governor should a vacancy occur. Additional responsibilities now handled by the office of the Lieutenant Governor — many for the first time — have been accomplished through legislative mandate, assignments by the Governor, and personal initiative:

Economic Development



Big on Small Business.

The Office of the Lieutenant Governor is active in economic development, but with a particular slant: working to foster small business growth and develop-

ment. In total, smaller enterprises account for 94% of all businesses in the State. One avenue for fortifying business in Illinois—including smaller enterprises—is the Illinois World Trade Center, which will centralize the resources needed for international sales transactions. The IWTC is a public/private partnership that seeks to coordinate the many international trade activities provided in this state, and make those activities more visible and accessible to smaller new-to-export firms. The IWTC operates with offices in Chicago and “satellite centers” throughout Illinois, all connected by a state-of-the-art communications system. The Illinois World Trade Center has been operational for only one year, but has already emerged as a catalyst for program cooperation for numerous public agencies, educational institutions, and private associations.

It is important to capitalize on exporting as every \$1 billion in exports translates into about 22,000 jobs. The Lt. Governor also works to promote participation in this arena through his chairmanship of the Illinois Export Council and the Illinois Export Development Authority.

Ryan also chairs the Governor’s Small Business Advisory Council and the Employee Ownership Advisory Council.

Special Focus on: Citizens Advocacy

Lieutenant Governor George H. Ryan



In the process of growing to meet the specialized needs of citizens, government has also grown more complex. As a result, many citizens don't know where to even begin to obtain the services from government that they pay for, want, and are entitled to.

one the citizen was hoping for, at a very minimum, CAP will provide an explanation of the law or administrative guideline the state agency used in reaching its decision.

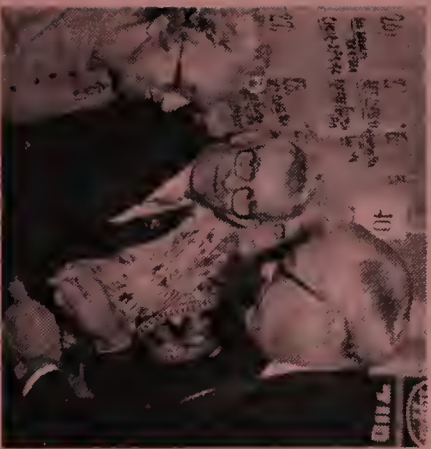
In recent years, CAP has handled some 20,000 complaints and requests. The more common problems have been income tax returns, difficulties with drivers' licenses and veterans benefits. But the problems handled have been highly diverse too: unauthorized junk yard storage . . . discrimination charges . . . unwarranted parking tickets . . . weatherization assistance . . . and in one instance, re-uniting family members separated in World War II.

Through the Citizens Advocate Program (CAP), administered by Lieutenant Governor George Ryan's Office, Illinois residents can get help in cutting through bureaucratic red tape. Lieutenant Governor Ryan established CAP so citizens can resolve their problems and air any grievances against government. By calling 1-800-252-6565 toll-free, anyone having any problem can expect an answer, generally within two to three weeks. While the resolution may not necessarily be the

The government services are there to help citizens. And through the Citizens Advocate Program, Lieutenant Governor Ryan works to ensure the services are delivered. The assistance is only a toll-free phone call away: 1-800-252-6565.

Special Focus on: Senior Citizens

Lieutenant Governor George H. Ryan



The office of Lieutenant Governor George Ryan has three primary components to its senior citizen services: the Senior Action Centers, the Senior Legislative Forum, and the Technical Advisory Committee.

The foundation of the Lieutenant Governor's senior outreach efforts lies with the Senior Action Centers, located in Springfield and Chicago. These offices maintain a toll-free number at 1-800-252-6565, providing older residents around the state with instant access to information, and problem solving and referral. The Senior Action Centers handle well over 30,000 advocacy cases a year.

And while ensuring that seniors have access to existing services is certainly an important element to elder-

ly advocacy, it is equally important to identify those services and policies that the aged *wish* existed.

The Senior Legislative Forum fulfills that function. Through this effort, over 5,000 seniors' clubs are represented at Forum meetings, where the members meet to discuss and formulate the legislative priorities of the people that they represent.

Residents from all across the state are ensured representation because of the way the Forum is structured. The state is divided into 13 regions, from which Lieutenant Governor Ryan appoints Governors, Vice-Governors, and Secretaries. The regional Governors in turn appoint six committee chairmen to serve on the Forum's six committees. Any seniors' organization can join, if it meets a couple of simple requirements: it must consist of at least 12 members, all of whom are at least 60 years old. There is no fee to join the Legislative Forum.



The third outlet for the Lieutenant Governor to serve as an advocate for senior citizens comes through legislative mandate — serving as Chairman of the Technical Advisory Committee (TAC) on Aging. This collaboration of state agencies oversees and coordinates the variety of programs that they offer to the elderly.

One of the more recent undertakings of the TAC has been publication of the 50-page "Guide to Senior Services — Illinois." This handbook serves as a central updated resource on programs and benefits available to Illinois' older population.

It might also be pointed out that Lt. Governor Ryan is bringing a new area of emphasis to his work with senior citizens as well. Substance abuse among the elderly,

often called "the invisible abuse," is receiving heightened attention. As much as 10% of those aged 65 or older are alcoholic. And, about 25% of all prescription drugs are for senior citizens—who might be under the care of several doctors, so that careful coordination might not be in place. To counter the problem, the Lt. Governor has helped co-sponsor a book and several conferences on senior citizens and substance abuse. In addition, Ryan has helped produce two, 30-minute videotapes on the subject, now available for loan.

To obtain information on any senior services, call toll-free at 1-800-252-6565 or in Chicago at (312) 917-3333. Lieutenant Governor Ryan's Senior Action Centers are located at Room 305 Stratton Office Building, Springfield, Illinois 62706; and the State of Illinois Center, 100 W. Randolph, Suite 15-200, Chicago, Illinois 60601.

Special Focus on: Abandoned Mined Lands

Lieutenant Governor George H. Ryan



Throughout Illinois' history, the coal mining industry has played an important role in the state's economy. It has provided employment, spurred railroad construction, and generated significant income for the state. But it has not been a practice without consequence:

in the wake of coal mining lies scarred, useless land which often poses safety and environmental hazards. Abandoned shafts gape open, allowing toxic gases to escape from below the surface . . . and acid drainage and erosion severely degrade the quality of land and water surrounding the once-mined sites. A 1980 survey indicated that some 200,000 acres in Illinois were affected by mining activity prior to 1977 — of which some 20,000 acres posed significant enough problems to warrant reclamation.

In order to carry out this reclamation, the Illinois state legislature established the Abandoned Mined Lands Reclamation Council (AML), chaired by the Lieutenant Governor and consisting of the directors of seven state agencies. Under this mandate, Lieutenant Governor George Ryan and the directors of the Departments of Energy and Natural Resources, Mines and Minerals, Agriculture, Commerce and Community Affairs, Conservation, the Environmental Protection Agency, and the Capital Development Board formulate policies for the reclamation program. An executive director and a full-time staff design and manage the projects, working with qualified contractors and consultants selected through competitive bidding.

In addition to State guidelines, the AML Reclamation Council operates under the federal Surface Mining Control and Reclamation Act of 1977. This law established a national reclamation program to be

administered by the Office of Surface Mining (OSM) within the U.S. Department of the Interior.

In order to qualify for reclamation under the program, a site must meet three criteria. The damage must have been caused by coal mining; the site must have had no mining activity since August 3, 1977; and must contain serious safety or environmental hazards.

It is through an annual grant from OSM that Chairman Ryan helps direct the Council in its reclamation work. The OSM money originates from a production fee paid by coal operators at the rate of 15¢ per ton for underground-mined coal and 35¢ per ton for surface-mined coal.

By the end of 1988, the AML Reclamation Council



had reclaimed more than 6,000 acres of abandoned mine sites. Due to the restoration work, once useless land now serves as wildlife habitat, open space, pasture land, and recreational areas.

The Illinois AML Reclamation Council also conducts an emergency program — the first such agency in the nation to be granted the funding and authority by OSM to do so. Through this program, the Council is able to give immediate attention to problems at abandoned mines that occur suddenly and are life-threatening. Abandoned mine emergencies include such problems as subsidence (which occurs when there is ground movements or settling of an underground mine), gas leaks, and mine refuse fires. Since public health, safety, and property can be seriously threatened by these emergencies, the capability for immediate response is quite critical. In these instances, the Council responds within 24 hours, working to correct the abandoned mine emergency.

Special Focus on: Intergovernmental Affairs

Lieutenant Governor George H. Ryan



Knowing that intergovernmental cooperation is fundamental to effective government, Lieutenant Governor Ryan has worked to strengthen the relationship among various levels of government. Particularly in light of the trend toward decentralization of the federal government, it has become crucial that a local-state link be forged to ensure the delivery of even the most basic services to citizens; to provide smooth transitions; and to avoid overlap in services provided.

Intergovernmental cooperation has been fostered by the Lieutenant Governor's office in many ways, including on-site review of Build Illinois projects, holding meetings for the Governor's Suburban Initiative, and helping units of government secure needed grants

and aid. This work has taken the Lieutenant Governor into all 102 counties.

The "outreach trips" — visits into every county to meet with county and municipal officials — have been one of the more extensive intergovernmental efforts undertaken by the office. Lieutenant Governor Ryan has typically held meetings with officials in more than 60 localities each year. From Winnebago County to Pulaski County, elected officials have used the office's intergovernmental forum to work through problems otherwise entangled in red tape.

A five-year, multi-billion dollar program has also been an important facet of the Lt. Governor's intergovernmental work. That is, the Build Illinois program, launched in 1985 as a \$2.3 billion infrastructure improvement effort, was designed to stimulate the state's economic vitality. Lt. Governor Ryan headed up the state's Build Illinois Review

Team to make recommendations on which projects should receive money under this innovative undertaking.

Too, intergovernmental efforts have been furthered by the Lt. Governor's chairmanship of the Rural Affairs Council. This state body follows the efforts of the Task Force on the Future of Rural Illinois, also overseen by Ryan. The Task Force visited over 120 small



communities to learn about the issues and problems of rural areas. The Rural Affairs Council is now working to effect a rural renaissance, helping to preserve the lifestyle and values of the rural areas of the Prairie State.

Special Focus on: Economic Development

George H. Ryan, Lieutenant Governor



In his 1987 State of the State Address, the Governor assigned Lieutenant Governor Ryan the role of serving as Illinois' official International Trade and Tourism Representative. Through this role, the Lieutenant Governor seeks to coordinate all international trade and tourism efforts for the State, and stimulate greater involvement in those efforts by small businesses.

With regard to international trade, the efforts of small business in Illinois—as well as all other companies—received a tremendous boost in the spring of 1988, with the site dedication and model unveiling of the Illinois World Trade Center Chicago.

The facility, which will be the nation's second largest Trade Center, will be developed by BCE Development

Properties, Inc. and will encompass four and one-half acres in the River North area of Chicago's North Loop. It will provide a comprehensive service delivery system for international business transactions. Key to the World Trade Center concept will be its connecting satellite centers throughout the state, enabling businesses all across Illinois to gain access to the international trade assistance of the World Trade Center.

A quick review of some statistics underscores the significance of international trade (as well as tourism), and emphasizes why a small business concentration is important.

- Every billion dollars in exports generates an average of 22,000 jobs (based on U.S. Department of Commerce estimates). Illinois is an export-oriented state, consistently ranking among the top five states in the export of manufactured goods *and* agricultural products. Hundreds of thousands of Illinois jobs depend on

international trade.

- Despite the importance of international trade to the economy, most exporting is undertaken by only a few, large firms. In fact, just 250 companies account for over 80% of *all* manufactured exports from the U.S. Yet nationally, and in Illinois, small business is the fastest growing segment of the economy as they create over three-fourths of *all new jobs* every year. Clearly, there's enormous potential for job growth if more small firms can be encouraged to *export* their products.

- Tourism is often considered an "export" industry, as much of its revenue is derived from outside the state. Last year, some \$8.9 billion was spent by approximately 30 million travelers in Illinois, and a majority of those dollars went to small businesses. It's been estimated that almost 140,000 Illinois jobs requiring a wide range of skills are directly attributable to tourism.

For both international trade and tourism, Lieutenant Governor Ryan as the state's Trade and Tourism Representative serves to coordinate the state's efforts *and* tries to stimulate more involvement in both areas by small businesses.

Consider the issue of exporting by smaller enterprises. Traditionally, smaller businesses have found it difficult to export because of their inability to obtain financing for export transactions. In Illinois, over 1500 small firms are believed to have the potential to export, but *do not*, primarily because of the lack of financing. In an attempt to overcome this obstacle, the Illinois General Assembly created the Illinois Export Development Authority and designated the Lieutenant Governor as statutory chairman. With IEDA, Illinois exporters can secure financing through their local financial institution, virtually risk-free and at a very competitive interest rate. An Illinois exporter can receive up to \$500,000 in pre-shipment (working capital) or post-shipment (receivable) financing on a readily accessible, short-term basis. IEDA will provide up to 90 percent of

the loan, while the remaining 10 percent is supplied by the exporter's local financial institution.

The transaction is insured against commercial and political risks under a unique insurance policy issued to IEDA by the Export-Import

Bank of the United States. All export transactions which (1) create or maintain employment in the State, and (2) where at least 25 percent of the final value added (exclusive of mark-up or profit) is performed in Illinois, are eligible to be financed.

In its first year of operation, the IEDA has experienced spectacular success in stimulating small business exports. The IEDA is seen as the most innovative and successful state export financing programs in the nation, and as the program expands in Illinois, it is expected to create over 10,000 new export-related jobs each year.

Other initiatives to enhance small business exports are being undertaken by the Illinois Export Council, a second group of business and labor representatives chaired by the Lieutenant Governor. The Export Council made Illinois the second state in the nation to organize a state-sponsored shared Foreign Sales Corporation. This new measure is designed to enable Illinois exporters to take advantage of a federal tax incentive. The Council is also pursuing the creation of a comprehensive export database and the establishment of a coordinated international marketing plan.

The Council has also spearheaded the creation of the new Illinois World Trade Center, a not-for-profit Illinois Corporation organized to enhance small business exports by creating a unified, comprehensive export services delivery system. A key feature of the IWTC is its broad range of services, including communications (such as trade leads and electronic messaging to the network of 200 trade centers around the world); information services (trade research, marketing information, etc.); educational services (seminars, language instruction and other training programs); and an Export Trading Company to provide practical and targeted trade assistance.

As previously mentioned, Lieutenant Governor Ryan was also named the state's Tourism Representative. Illinois is a leader among the states in devoting resources to tourism promotion — spending some \$18.5 million last year. Overall, Illinois tourism has grown at a faster pace than the national average. Tourism travel expenditures in Illinois for 1986 represented more than a 7% increase over 1985 — and tourism-generated tax receipts of approximately \$1.4 billion are expected this year.



In early 1987, Lieutenant Governor Ryan represented Illinois at the 21st International Tourism Exchange in Berlin — the single most important exhibition in the travel industry worldwide. The expo served as a crucial vehicle for meeting leading travel industry partners from European countries, thereby promoting Illinois' interest in capturing a greater share of the *international* tourism market.

The goal, of course, of Lieutenant Governor Ryan's Trade and Tourism efforts is to foster economic development. He promotes that objective through various other channels as well, including chairmanship of the Governor's Small Business Advisory Council. Among the activities of the 35-member body have been Statehouse Conferences on Small Businesses to examine issues, policies, and problems that affect the smaller enterprises of the state — as well as possible solutions.

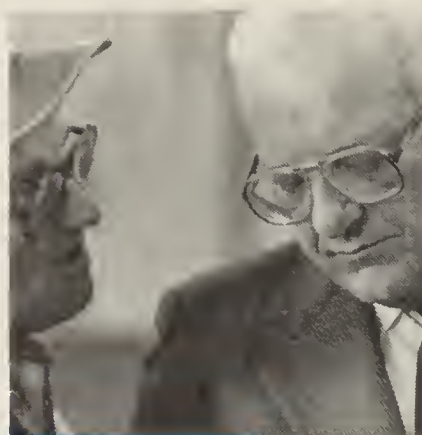
For example, one of the recommendations had been to create a special state agency solely to address the con-

cerns of small business. That became a reality when Lieutenant Governor Ryan announced the establishment — unique to Illinois — of the new Bureau of Small Business within the state's Department of Commerce and Community Affairs.

Finally, Lieutenant Governor Ryan promotes economic development through the Employee Ownership Advisory Council (EOAC), which he chairs. This seven-member body carries out its legislative mandate of encouraging those employees of plants that are about to be closed or relocated to acquire the facilities and run them as employee-owned businesses. In 1986, the EOAC helped retain over 450 jobs and three separate Illinois industrial manufacturers.

The EOAC — as well as the various other economic development measures — will continue to be a priority for the Lieutenant Governor as he continues to work to foster a vibrant Illinois economy.

Have a 'Wait' Problem? For too many citizens, having a government-related problem becomes a matter of being assured again and again that they should just 'wait.' No more. Through the Citizens Advocate Program, Lieutenant Governor Ryan works to bring about an answer to any such problem. The 20,000 CAP cases



handled to date have assisted citizens with social security, tax refunds, and driver licensing. Most problems are resolved within two to three weeks. Just call 1-800-252-6565.

Citizens Advocacy

Abandoned Mined Lands

From Abused Land to Used Land. The coal mining industry has played a crucial role in the development of Illinois. But before the enactment of federal and state laws, coal operators were able to simply abandon their lands once mining had ceased; they had no responsibility for restoring the site. Thousands of acres of Illinois land were left with safety and environmental problems. But the Abandoned Mined Lands Reclamation Council, under the chairmanship of Lieutenant Governor Ryan, has transformed some 6,000 acres of this once useless land into public parks, wildlife habitat, and open space. A council survey indicates that about another 11,000 acres yet need reclamation.



Special Age, Special Needs. Some 1.8 million elderly make their home in Illinois. The Technical Advisory Committee was established by state law to coordinate the services to the elderly, and is chaired by the Lieutenant Governor. Another important group is the Senior Legislative Forum, established to solicit input from the seniors themselves. The Lieutenant Governor also oversees the Senior Action Centers, which provide assistance to some 30,000 elderly Illinoisans annually. Help is available through the Senior Action Centers with just a quick, toll-free call: 1-800-252-6565.

In addition, Ryan is bolstering awareness of drug and alcohol abuse among the elderly, about 10% of whom are alcoholic. Two videotapes on the issue are available for loan.



Senior Citizens

Intergovernmental Affairs



Capital Connection. Working to cultivate a strong cooperative relationship between Springfield and Illinois' many local government units is another priority of the Lieutenant Governor's

office. Because of federal government decentralization, local governments must assume more responsibilities, making it all the more crucial that close contact be maintained among the tiers of government. Through his outreach trips into 102 counties, Suburban Initiative and Build Illinois programs, the Lieutenant Governor provides the cities and towns of Illinois with a strong connection to the capital city.

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Just Say No! Lieutenant Governor Ryan has long worked to prevent substance abuse. In appearances before school and community groups, Ryan encourages support and participation in grass roots prevention programs, such as Operation Snowball. In another project, S.T.O.P. Substance Abuse, the Lieutenant Governor is joined by professional athletes from Chicago and St. Louis teams. Ryan is also fostering a greater awareness of the problem of drug and



alcohol abuse among the elderly, and is encouraging more Illinois firms to provide Employee Assistance Programs (EAP's) to their workers who suffer from a substance abuse problem.

Drug / Alcohol Prevention

Rural Affairs Council

A Rural Renaissance.

With one-quarter of the Illinois population living in rural areas, it's important that there be in state government an ongoing emphasis on rural issues.



The Rural Affairs Council serves that function. Created by Executive Order of the Governor, the Council has as its chairman Lieutenant Governor Ryan. The Council is acting on the findings of the Task Force on the Future of Rural Illinois—also chaired by the Lieutenant Governor—which held nearly 120 small town meetings and hearings to learn about rural issues. Now, by addressing the final Task Force goals of strengthening the rural economy; increasing the viability of local governments; and improving education and human services, the Rural Affairs Council will be working to preserve the values and lifestyle of Illinois' rural citizenry.

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**For Further
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